

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-10 11-01-36

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
7	6	1	Fail	3

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation sidebar is open, showing options like Home, Analytics, Incidents, My Inbox, Messages, Contacts, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is selected. The main content area shows a detailed view of an incident with the ID 200730-000070. The incident title is 'ab92547 product is not functioning properly'. The contact is 'Adam Smit' and the organization is 'California Federation'. The product is '[No Value]' and the category is '[No Value]'. The incident is currently in the 'Details' tab, with other tabs like 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log' available. The interface includes standard Oracle branding and a top navigation bar with search, home, and user profile icons.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options: Home, Analytics, Incidents (highlighted), Contacts, Organizations, and Tasks. The main content area shows the incident details for reference number 200730-000070. The incident title is '82547 product is not functioning properly'. Below the title, there are several fields: 'Assigned' (Agent Access > Minhaj Ameen), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The interface includes a top header with the Oracle logo and 'Service Cloud' text, and a right sidebar with various utility icons.

Step No:3

Step Description: click on Sub incident menu

Expected Result: click on Sub incident menu

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, listing options: Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The main content area shows the details of an incident with reference number 200730-000070. The incident title is '82547 product is not functioning properly'. Below the title, there are several fields: 'Status' is set to 'Open', 'Assigned' is 'Agent Access > Minhaj Ameen', 'Disposition' is '[No Value]', 'Contact' is 'Adam Smit', 'Organization Name' is 'California Federation', 'Product' is '[No Value]', and 'Category' is '[No Value]'. The top of the interface includes the Oracle logo, 'Service Cloud' text, a search bar, and user profile information (SA).

